

Governing For Results⁷



An updated progress report on how state agencies
are improving the quality, service and
efficiency of state government.

July 1999

Dear Fellow Citizens:

I am pleased to report once again that state agencies are continuing to make improvements to our government that save us money, generate revenue and provide better service for all of us.

Taxpayers have demanded a better government and state workers have listened and are working hard to gain the public's trust.

Since the first publication of *Governing for Results* in December 1997, state agencies have reported results from over 1000 quality improvement projects.



Inside this booklet are highlights of those efforts from the second quarter of 1999. They range from quality efforts to reduce the time a citizen waits for service, to providing clear rules and instructions, to increased revenues to the state while providing better service to citizens.

Collectively these improvements show the commitment our state workers are making to improve our government. They are learning from the past and reshaping how we do business in the future. The good work of state employees is making Washington State a proud place to live, work and raise a family.

I applaud each agency's contributions to the quality of service we offer and commit to you that these efforts will continue. Our goal remains firm: make government work better, renew respect for public service and secure the public's trust.

A handwritten signature in black ink that reads "Gary Locke". The signature is written in a cursive, flowing style.

Gary Locke
Governor

Welcome to the Seventh Edition of *Governing for Results*

Governing for Results 7 is the seventh edition of highlights on quality improvement projects under way in Washington State Government.

The projects reported here have already produced tangible results, including new revenue generation, resources and dollars saved, and streamlined processes providing better and quicker service.

These improvements have been initiated by state agencies in response to an Executive Order issued by Governor Locke in April 1997.

Executive Order 97-03, Quality Improvement, requires each agency to develop and implement a plan to improve the quality, efficiency and effectiveness of the public services it provides.

Since the Executive Order was issued, Washington state agencies have reported over 1000 quality projects, saving the state over \$54 million. As a result of these efficiencies, approximately 488,000 staff hours have been saved and redirected to other work or eliminated the need for overtime. In addition, these efforts have produced over \$20 million in new revenue.

The projects in this booklet were selected from the quarterly quality reports submitted by agencies. These quality efforts are led by the Governor's Office, with oversight by the Sub-cabinet on Management and Quality Improvement.

Agency contacts are listed for each project, if more information is needed. Additional copies of this publication are available through the Governor's Office or on the Governor's Home Page www.wa.gov/governor.

Reducing Wastewater at Basin Frozen Foods

Basin Frozen Foods, a manufacturer of frozen shredded hash brown potatoes, desired to expand their business in a time and place where water is a scarce and valuable commodity. They were informed their water use and discharge to the City of Warden's wastewater treatment plant could not increase.

When Ecology became aware of their situation, a team of staff assessed the business practices at Basin Frozen Foods to look for ways to economically reduce their water use and discharge. Based upon implementation of Ecology's recommendations, the business can reduce their water use and discharge for future expansion opportunities.

Results

- ★ Projected savings of 121,500 gallons of water per day (a 70% reduction).
- ★ Projected annual savings of \$10,770 for the company.

Team Name: Basin Frozen Foods

Team Members: Ecology: Christa Colouzis, James DeMay, James Hanley, Linda Pang; Basin Frozen Foods: Rich Tolman, Kevin Webber

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